Ref. No.................

Date...........23·02·2021

NOTICE INVITING QUOTATION

Sealed quotations are invited from **qualified software vendors** to quote rate for *cloud hosting configuration/customization of library automation software Koha* (latest stable release) of Maharaja Manindra Chandra College in the Cloud and inclusion of library OPAC to M.M.C College website for Library Department. The vendor should have experience in automating and networking of Specialized Libraries and Knowledge Resources Centers (KRC).

The quotation should be as per format mentioned in the tender document, and should be addressed to "The Principal, Maharaja Manindra Chandra College, 20, Ramkanto Bose Street, Kolkata -700003" and it should be sent latest by **20.03.2021** till **4.30 P.M.**

For any clarification please contact-

Head, Dept. of Library.

Maharaja Manindra Chandra College

Mobile: 9433520269

Principal

(Dr. Manturam Samanta)

Maharaja Manindra Chandra College

20, RAMKANTA BOSE STREET, KOLKATA-700 003

(NAAC Accredited)

Ref. No……………..   *Date………………….*

Specification and Format for submission of quotations for "Implementation, support services, data migration and training on *Koha* Library Management System"

Sl. No	Description	Specification	Quantity
I	Installation, configuration of the latest version of **Koha** ILMS.	(a) Cloud hosted with 24/7 availability; (b) 99.9% uptime guarantee; (c) Unlimited bibliographic records (d) Unlimited user transactions. (e) Automatic backup daily (f) SSL security (g) Server preferably in India. (h) OS:Ubuntu LTS (Latest version) (i) regular version update The server should be accessible from any computer equipped with a fast internet connection.	01
II	Required customizations, Testing and implementation	Customizations done should work across **Koha** versions during the period under subscription.	**As per annexure -I**
III	Up-gradation of OS & Koha on Cloud/ Implementation of Offline circulation module	Using KOHA Offline Circulation Tools	As APPL

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IV	Data Migration	From existing software Ms Access &Libmas to Koha	All
V	AMC	Support and help desk facilities for day to day use of **Koha** LMS, on annual basis. Support should be provided through Email, Phone, online docketing for any type of …trouble shooting	Quote should be given for year wise warranty
VI	Additional On-site training on KOHA for library staff	Training on all features of the software for successful functioning of the library automation including maintenance.	5 Staff Members
VII	MOPAC	Mobile Android application for OPAC Module of Koha	01
VIII	Web OPAC	Creation of multiple pages and links using CSS, Javascript on demand of librarian	01
IX	Provision for SMS and Email alert	Integrated with the software for circulation module and overdue alert	ISS/RET

2 . Other Terms & Conditions on Services Required:

i) **Latest stable version** of open source Koha Library Management Software (LMS) should be implemented and *regular version updating* should be provided

ii) **Data Backup**: Regular data backups should be made available.

iii) Data Privacy, Confidentiality & Security: Vendor should strictly ensure privacy, confidentiality and security of all clients' data.

iv) **Freedom from vendor lock-in**: Customer will own both software and data and should be able to switch the vendors at any time. In case, for any reason, **if vendor discontinues the arrangement of hosting and maintenance of clients data for some reason or client wants to run their own server, a notice of minimum three months should be given from either**

side, and vendor should facilitate smooth transfer of data to customer's server, so that library services are not disrupted at any point of time.

v) **Standards compliance:** MARC21, Z39.50, UTF8/Unicode, SIP2 etc.

vi) Vendor should have minimum 5 years experience in implementation, maintenance of KOHA on Linux platform as Library Management System in Academic/ Public libraries and organizing trainings for/day to day running of the software.

Vii) Vendor should have implemented of KOHA in at least 30 academic/public libraries or consortia of Academic/public libraries with documented evidence, out of that 15 in Govt. departments/institutes.

Viii) Vendor should have experience in implementing RFID based Library Automation System & integrating RFID with KOHA software.

IX) Vendor should have ability to migrate data from propriety software to Koha Experience of at least one successful and live implementation on centralized server with multiple independent library instances, each having its own OPAC, staff client and independent databases.

X) Offline circulation facility is required in case of failure of internet connectivity for short time.

XI. Vendor will bear it own travel cost required for providing training & software installation etc. if any.

Xii) The vendor should have an office for Koha support in Kolkata /West Bengal

Xii) The Vendor must be registered under Companies act and should provide valid PAN, GST Registration Certificate and Trade License.

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A. Quoting Format

1) The rates must be quoted in the format attached (**Annexure-I**). The sealed covers should be placed in the main sealed envelope super scribed "**Quotations for development and Implementation of KOHA Integrated library management system (ILMS), support services, data migration and training on Koha Library Management System**"

ii) All duties, taxes and other levies payable by the bidder shall be included in the item rate

iii) Each bidder must submit only one quotation

iv) **The Institute reserves the right to reject any or all including the lowest quotation without assigning any reason whatsoever**

B. Time of Completion: 30 days from the issue of work order.

C. Mode of Payment:

Payment shall be made on *submission of bills in triplicate* **after delivery** and successful installation and deployment of the entire system. The entire payment will be made after satisfactory completion of the work. **No interim payment will be given**. If the vendor fails to provide the required services in the due course of work, the vendor will be liable to **pay 100% penalty to the college.**

ANNEXURE – I

Maharaja Manindra Chandra College
20, RAMKANTA BOSE STREET, KOLKATA-700 003
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Ref. No……………..   *Date…………………….*

Technical Specifications that should be incorporated for KOHA software & Services: These are in continuation of the points already mentioned in the tender document under item number 1.

	General System Requirements
1	Total software solution should be based on Boot-Strap Technology
2	Software should be enabled with one screen technology
3	There should be Module-wise customization
4	There should be scalable/flexible reporting in the reports section
5	There should be SSL and HTTPS Access and protected from hacking.
6	The system must allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID
7	The system must be able to authenticate users by user name & password/RFID cards/SIP and retain the user's authorization as he or she navigates among databases
8	Library must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies
9	Library must have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, and other data needed for operations of a library
10	The system must allow printing/email/SMS of various alerts/notices
11	Provision of Remote Database Back-up system should be provided with one click
12	The system must provide different levels of security: Network, Database, and Application.
13	The system must check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.
14	The system should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems
15	Integration with open source citation and indexing software like Mandelay, Endnote etc. which should be accessible from the OPAC portal
16	There should be provision for MOPAC: downloadable mobile application for OPAC
17	There should be provision of giving book suggestions through Koha software by the students and teachers which can be approved and loaded later into acquisition and

	cataloguing.
18	Patron can fill his/her details in online and which can later be included as the user after the approval of the library authority by assigning a card no.
Cataloguing, Database, and Authority Control Requirements	
19	The Cataloguing interface must support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Cataloguer's reference database.
20	Librarians must have the ability to define if records are immediately available for the Library Public Access Catalogue or must be hidden for a specified period of time.
21	When deleting records, restrictions must occur when records have fines or fees due, holds pending, or pending action from Acquisitions with a message alert for staff with the reason why the record cannot be deleted and a choice to either abort or continue, stating the results of deletion, i.e. "if the record is deleted, fines will also be deleted", or "holds will be moved to the next copy, "hold will be deleted" if no more copies.
22	Item records must link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in staff programs, displaying borrower information.
23	The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
24	The system must display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.
25	The system must support customized label printing of spine call numbers, property stamps, and other appropriate labels. It should also support printing of Catalogue cards (Main Card, Added entries) directly or in batch mode.
26	The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.
27	It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
28	The Cataloguing module must have the abilities to create and edit by: (a) A full screen MARC edits view. (b) The use of templates in MARC format that contain required and recommended bibliographic fields. (c) An interface for staff members unfamiliar with MARC. The data from this interface must be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
29	Ability to edit item records regardless of circulation status (e.g. Checked out, on hold)
30	The library OPAC and other applications should be integrated with *social media* to keep members informed about the new arrivals and other required information.

31	KOHA application should be integrated with digital archive (D-Space) digital achieve (open source). Provisions should be kept to upload photographs, videos. Some functions are as follows with provisions for onsite training. **Customization includes**: • Customization of submission process • Metadata Input Form • Welcome message • Creation of appropriate E-Groups and E-People etc • Configuration of CNRI Handler and OAI-PMH • Software must meet network & security requirements • Run on latest Linux Version/or any other Linux version on which KOHA application will be developed, along with KOHA on the same server • Institutional repository should be enables with web 2.0 features such as; • RSS Feeds • Current News • Feedback • Email alerts • User statistics • Complete Documentation
	Public Access Catalogue and User Portal Requirements (OPAC)
32	The portal must be custom designed by the vendor based on the specifications of library staff. It is desirable for the vendor to offer a template or templates, but not to limit the library to templates only.
33	Patrons must be able to limit search by format, language, call number, and publication date
34	OPAC must interact with the circulation system in real time.
35	Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue
36	It must be possible to link directly from an item to a MAP of the library (virtual model of the library, shelves, racks and documents
37	It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection
38	It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes.
39	The System must offer a federated search option to include at a minimum: Library Catalogue, Remote Resources including news feeds & websites, and Subscription

	Databases all in ONE search
40	The Web-based OPAC should have the capability to be accessible from Phone (any android or windows or i phone) / PDA /other mobile devices with necessary graceful degradations
41	**Authority searching provision based on MARC 21 Authority Format**: • From non-preferred subject term to preferred subject term • By subject or Tile • By author • From name variants of authors to name in catalogue
42	OPAC must provide English, Bengali, Hindi versions
43	Links to "Library services" "Library rules", "Library resources", "Library databases", "E-journals portals" "E-books and resources" etc. from left/right navigational panel.
44	·**Personalized patron experience:** • Ability to change password at user end. • List of current and past checkouts. • Ability to place, suspend and cancel • Account history (fines and payments). • Ability to register for a library card online • Subscribe/Unsubscribe to/from library notices via email, SMS and/or phone. • Provision for self-checkout (To be implemented in future)
45	It must enable searching by using Boolean operators (OR, XOR, NOT, AND), positional operators (SAME, WITH, NEAR, ADJ) and relational operators ('greater than', 'less than', 'equal to', etc.) within and across all fields including provision for Fuzzy searching;
46	OPAC should support full, brief, standard, ISBD, FRBR and customized display of records including relevancy ranking of search results.
	CIRCULATION

47	• Check in and out with a barcode scanner or manually (RFID compatibility on the basis of global standards in the domain (To be implemented in future).
	• **Academic calendar based fine calculation and due date determination**.
	• Privilege control to access circulation module.
	• Enter calendar of closings for calculating fines and due dates.
	• Ability to forgive fines on check in with proper authentication
	• Ability to forgive fines on check in with proper authentication
	• Course reserves
	• Offline circulation facility.
	• Set circulation, fine and holds rules for each branch with Independent Branch management option.
	• Perform collection inventory.
	• Circulation rules for privileges control – item type-wise and patron category-wise.
	• Provision to include grace period, fine amount, fine interval etc. in Circulation rules.
	• Circulation statistics.
	• Support for NCIP (NISO Circulation Interchange Protocol) for portability of circulation data.
	• On demand circulation reports in custom formats (formats to be given by the library).
48	**Patrons** • Upload patrons in bulk. • User-driven profile creation. • Uploading patron images individually and in bulk mode • Creation of bar-coded photo-included patron cards with custom format (to be given by library) and provision to print patron card in required medium and in required size • Batch modification of patrons. • Batch uploads of patron data from txt, csv and xls files to patron database in Koha.

	• On demand reports on circulation in custom format (to be given by library). • Search patrons by phone, email address, name and more • Browse patrons by name, school and programme code. • Add custom searchable fields to patron records. • Provision to lodge complain/problems/feedback to librarian from user end. • Provision at the user end to tag a resource by appropriate subject term (tag) with facility to approve terms by librarian (Folksonomy).
Fines and overdue	
49	**The fines and overdue functions of the circulation module are:** • That it must generate e-mail/sms notifications of overdue notices. • System must allow the Library to set the parameters for overdue and bill notices. • Fines must be calculated at the time of check-in, renewal, or checkout. • System must allow full or partial payment of fines with receipts. • Staff must have the capability to exempt fees and fines. • System must automatically cancel the lost status when an item is returned • System must keep a history of patron fine and fee payments.
50	Circulation must support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower
51	The system must support a cash register function and print receipts for collections of fines, fees, *lost* books, and miscellaneous fees assessed such as photocopies and printing.
52	The system must produce an overdue notice for the hold shelf so library staff can manage hose items not retrieved by borrowers in a timely manner with library defined parameters
Notifications (Print/Email/SMS)	
53	Circulation must support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format)
54	Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters

Ref. No……………..   *Date………………….*

55	Circulation must support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices and the ability to define a hierarchy of notices to be sent, i.e. e-mail notices sent first, if e-mail addresses are contained in borrower's record, then phone notification (SMS), and if not an adequate result, a printed notice to be mailed.
56	The library must have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
57	Borrower records are managed by library defined profiles which link to and display at least the following information when accessed: name, id, borrowing restrictions, patron type code, fines and fees owed, outstanding materials, hold requests, last activity date, expiration date, notes field, and personal identification number.
58	Library staff must have the ability to define whether or not lost items are displayed in the Library Public Access Catalogue
59	The system must support the ability to send user notifications by email, SMS, and print through mail and must allow librarians to define a hierarchy to send e-mail notices first (if e-mails in the user record), phone notices second, and print notices as the last resort.
60	Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf and accumulated fines etc.
Acquisitions Requirements	
61	The Acquisitions program must manage the entire Acquisitions process including duplicate check, preparation of approval list, selection lists, purchase orders, receiving, claiming, and processing invoices, fund accounting, accessioning and payments.
62	Acquisitions must allow for adequate security and password features so that authorized staff has rights to perform only those functions for which they are authorized.
63	Acquisitions must detect duplication and perform de-duplication of records in the library local Acquisitions orders database with options to create a new order record, not add the record, or attach a new order to the existing bibliographic record
64	The module must allow for MARC record downloads into the acquisitions module directly. Field(s) filtering is required
65	Acquisitions must be integrated with the library Public Access Catalogue and, at the library's discretion, display title-specific on order status information so holds may be placed.

66	Ability to search orders/requests, approvals, main Catalogue, Cataloguing working file.
67	Ability to retrieve last/previous order worked on.
68	Ability to detect duplicate orders and provide alert of duplication at the time order is created.
69	Monthly reports: generation, verification, payment
	Training, Documentation and Technical Supports
70	Onsite Training on all features of Koha Library Management Software to be provided to the library staff for successful functioning of the library automation
71	Onsite training programme shall comprise of minimum five consecutive days in the use of the system modules, features, and administration
72	The training programme must train the Library and system administration staff to manage and operate the system on a day to day basis including: (a) Start-up and shutdown. (b) Monitor system performance and perform routine management tasks. (c)Handle emergencies. (d) Troubleshoot and resolve routine problems. (e) Load bibliographic and patron records. (f) Perform backups, restoration, recommended preventive maintenance, and security measures. (g) Provide documentation updates and release notes electronically.
	Security Features and Data back up
73	There should be SSL and HTTPS Access and protected from hacking
74	The system must provide different levels of security: Network, Database, and Application
75	The system must provide protection for all data files through the use of locally defined Passwords or other security measures so that information critical functions cannot be performed without proper authorization. That is, the system must allow the restriction of specific functions to specific users
76	Provision of Remote Database Back-up system should be provided with one click
	Annual Maintenance (AMC)
77	Support and help desk facilities to be provided for day to day usage of Koha Library Management Software on annual basis
78	The support should be provided through e-mail, phone and online docketing system and if required visit of technician has to be provided.
79	The AMC support should have an "Online Ticketing System" where a customer will be provided a user ID and password wherein he/she can log-in and launch a support ticket. The support call will be recorded and support services will be provided as per the requirement at

	the earliest possible time. These records can be used for future reference too.
80	The Up-time & Down-time will be calculated and further penalty will be imposed on the vendor if they are not able to provide the services as required within the stipulated time period.

ANNEXURE – II

Maharaja Manindra Chandra College

20, RAMKANTA BOSE STREET, KOLKATA-700 003
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Ref. No……………..   *Date………………….*

Format for Submission of Quotation

Name of Vendor:…………………………………………………

S/N	Item Description	Amount (Rs.)	GST (Rs.)	Total amount with GST
1	Services mentioned in item no. 1 and annexure I. Terms and conditions mentioned Will be followed.			
2	AMC			
3	Warranty period (in years)			
	Total Amount			

Gross total Cost: Rs……………………………… (in figures)
Rs …………………………………………………….. (in words)

We agree to execute the above project in accordance with the technical specifications for a total contract price of Rs …………… (in figures) (Rs ………………………………… (in words) within the period specified in the tender documents. We also confirm that the normal commercial warranty/guarantee …………………………..of months shall apply to the offered goods.

(Bidder)
Name: ………………………………………
Signature: …………………………………..
Date: ………………………………………..
Address: …………………………………………